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## Implementing Cisco Collaboration Hybrid and Cloud Technologies v2.0 (300-820)

**Exam Description:** Implementing Cisco Collaboration Hybrid and Cloud Technologies v2.0 (CLHCT 300-820) is a 90-minute exam associated with the CCNP Collaboration Certification. This exam certifies a candidate's knowledge of collaboration cloud technologies, suite and device configuration, cloud management, suite and devices management and administration, security, and APIs and programmability. The course, Implementing Cisco Collaboration Hybrid and Cloud Technologies, helps candidates to prepare for this exam.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. To better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

- 25%**    **1.0**    **Suite and Devices Configuration**
  - 1.1    Configure SSO
  - 1.2    Configure directory synchronization
  - 1.3    Configure hybrid calendar service using cloud mail services
  - 1.4    Configure local gateways
    - 1.4.a    Certificate-based
    - 1.4.b    Registration-based
  - 1.5    Configure site survivability
  - 1.6    Configure Control Hub calling features such as hot desking or auto attendant
  
- 10%**    **2.0**    **Cloud Management**
  - 2.1    Troubleshoot cloud user management
    - 2.1.a    Control Hub directory connector
    - 2.1.b    SCIM
    - 2.1.c    RBAC
  - 2.2    Diagnose network issues such as bandwidth and QoS when using Webex Suite and collaboration endpoints
  
- 25%**    **3.0**    **Suite and Devices Management**
  - 3.1    Troubleshoot Webex Calling
  - 3.2    Troubleshoot call routing in Webex Calling
    - 3.2.a    Operating modes
    - 3.2.b    Locations
    - 3.2.c    Numbers
    - 3.2.d    Translation patterns
    - 3.2.e    Trunks and route groups

- 3.2.f Dial plans
- 3.2.g Call permissions
- 3.3 Troubleshoot cloud meetings
- 3.4 Troubleshoot cloud messages
- 3.5 Troubleshoot endpoint registration to the cloud
- 10% 4.0 Suite and Device Administration**
  - 4.1 Describe the administration functions in Webex
    - 4.1.a User management, such as adding users, removing users, and modifying users
    - 4.1.b Organization management, such as setting up a domain, settings, security, and integrations
    - 4.1.c Site management, such as adding multiple sites, enabling features, common site settings
  - 4.2 Describe AI features in cloud collaboration solutions
  - 4.3 Describe the Control Hub migration tool options from on-premises to cloud
- 10% 5.0 Hybrid and Migration to the Cloud**
  - 5.1 Configure hybrid and migration from on-premises to cloud
    - 5.1.a Cloud Connected UC
    - 5.1.b Control Hub
  - 5.2 Configure advance dial plans
- 10% 6.0 Security**
  - 6.1 Implement security such as administration, endpoints, meetings, and compliance for Webex
  - 6.2 Describe the Webex cloud security realm architecture
    - 6.2.a Identity service
    - 6.2.b Key management service
    - 6.2.c Indexing service
    - 6.2.d Compliance service
    - 6.2.e Content server
  - 6.3 Configure hybrid data security deployment model
- 10% 7.0 APIs and Programmability**
  - 7.1 Describe App Hub, Developer Portal, and Room OS Portal
  - 7.2 Describe macros on devices
  - 7.3 Construct Webex Messaging, Meeting, Calling, People, and Events APIs